



One Trafalgar Square  
Trafalgar, Indiana 46181

Ken Bunch  
CRS  
5621 Elmwood Avenue  
Indianapolis, Indiana 46217

06/15/2006

Dear Ken

Even though our new Maitre'D system has been installed less than a month, I feel like I am in heaven now. I just love it. Our store actually went live with the new system a few days before the Memorial Day weekend which turned out to be the biggest weekend in our history. I am just not sure how we would have handled all the additional business without our new cash registers.

While it is so easy to ring up orders and train new people (a new employee told me that you'd have to be an idiot to not be able to run this system), I think the most significant advantage that I have realized is the accuracy involved with each order. Because every part of the order is stepped through on the screen, making the right selection for the customer is easy. Once the order gets rung up correctly, it gets made correctly because what is on the touch screen is what gets sent to the video screens. The customer gets what they ordered and they pay for what they get. I no longer need to deal with handwritten tickets that get lost or misunderstood so I no longer am making sandwiches or ice cream products that end up being thrown away.

A big part of the system is the kitchen video preparation system which cuts down on the yelling and speeds up the ability to get the order made. I already mentioned the accuracy associated with the screens versus the old handwritten tickets.

Before Maitre'D, we used a manual method with a time clock for keeping track of employee hours and pay. This process would usually take about an hour for every payroll (every two weeks) and now, I just print out a report and everything is there neatly organized. Just this week, I had a surprise visit from a labor department representative who wanted to audit my employee hours for each employee for the past timekeeping period. A few mouse clicks later and I generated a report detailing everything necessary. The information on the system continues to amaze me. Everything you ever wanted to know about what is going on in your store is available.

Now that we have integrated credit and debit card capability, I am looking to substantially promote and increase our business there. Handling a credit card transaction is so fast and easy for us and our customers.

I mentioned the reduction of waste in my store as a major goal and one that I am serious about achieving with the help of the Maitre'D system. If I can save 25-30 dollars a day by totally eliminating waste, then this system will have paid for itself in less than three years. Based upon my experience, I cannot imagine how the combination of Maitre'D and CRS would not make any DQ operator's life so much easier. I would gladly recommend the Maitre'D/CRS solution to any quick service owner. I like to talk about it to everyone so any prospective customer is free to call me.

Thanks for everything

A handwritten signature in purple ink that reads "Rhonda Lanahan". The signature is written in a cursive, flowing style.

Rhonda Lanahan